Troubleshooting Guide
BlackBerry™

Research In Motion Limited

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Messaging issues

Unable to send or receive messages to the handheld

Possible cause

The BlackBerry handheld has not been registered with the wireless network.

Solution

Register the handheld with the wireless network.

1. On the handheld, click the **Options** icon. The Options screen appears.
2. Click **Network Settings**. The Network Settings screen appears.
3. Verify that the **Radio** field is set to **On** and that **Roaming** is configured correctly.
4. If the **Radio** field is set to **Off**, scroll to the **Radio** field and press **SPACE** to change the setting to **On**.
5. If the entry **Roaming** is incorrect, press **SPACE** to change the setting to the correct roaming setting.
6. After the proper options are selected, click the trackwheel to view the menu and click **Register Now**.
7. On the menu, click **Save Options**.

BlackBerry handheld

The BlackBerry handheld continually reinitializes

Possible cause

The BlackBerry handheld does not have sufficient power.

Solution

Recharge the BlackBerry handheld in it's cradle.

Possible cause

The BlackBerry software must be reloaded onto the handheld.

Solutions

- Perform a hard reset:
  1. Locate the reset hole on the back of the handheld.
  2. Gently insert a paper clip or similar type object in the reset hole to reset the handheld.
- Reset the handheld using the Application Loader:
  1. Use the Backup and Restore tool to back up the data from your handheld to your computer before proceeding.

Warning: The following steps erase the data on the handheld.

2. In the desktop manager, double-click the **Application Loader** icon. The Application Loader Wizard window appears.

3. Click **Next**.
4. In the Handheld Application Selection window, verify that the appropriate applications are selected and click **Next**.
5. In the Handheld Data Preservation window, select **Erase all application data** and **Erase all currently installed application**s, and click **Next**.
6. Click **Finish**. The handheld resets. This might take several minutes.

BlackBerry Desktop Manager

Application Loader: Invalid serial port selected

Possible cause

An invalid COM port is selected in the BlackBerry Desktop Manager.

Solutions

- Verify that the cradle is plugged into the port that has been selected in the BlackBerry Desktop Manager.
- Open the Settings window: in the desktop manager, on the **Options** menu, click **Serial Settings**. In the **Port Number** field, select **None**. Click **Detect**.

Backup and Restore: File could not be saved

Possible cause

Not enough space exists on the hard disk drive to save the backup file.

Solution

Free space on the hard disk drive.

Intellisync: Field mapping

You can customize field mappings for synchronization:

1. Open the BlackBerry Desktop Manager.
2. Double-click the **Intellisync** icon. The Intellisync window appears.
3. Click **Configure PIM**.
4. Select the application that you want to customize, and click **Advanced**.
5. Click **Field Mapping**.
6. An Intellisync warning appears. Click **OK**.
7. In the right column, select the field that you want to map to the handheld.
8. Drag it to match the field in the handheld column.
9. Verify that there is a double-headed arrow between the fields. This indicates that the two fields will synchronize. For example, **Notes ⇔ Department**.

The handheld Address Book has four additional user-defined fields. You can customize the field name, by following these steps:

1. Open the Address Book on your handheld.
2. Select a contact and click the trackwheel to view the menu. Click **Edit Address**.
3. Scroll to the **User1** field and click the trackwheel.
4. Click **Change Field Name**.
5. Delete **User1** and type a name.
6. This change is applied globally in your Address Book. The change in the **User1** field changes all other entries as well.
7. You can repeat these steps for up to four user-defined fields.

Intellisync: Data transfer from another PDA

You can transfer data from another personal digital assistant (PDA) to a BlackBerry handheld:

1. You can import data from a PDA in any of the translators listed below:

- Interact Commerce Corporation ACT! 3.0.8/4.0.2/2000
- ASCII Imported/Exporter
- FrontRange Solutions GoldMine 3.2/4.0
- Novell GroupWise 5.2/5.5
- Lotus Notes 4.5/4.6/5.0
- Lotus Org G/S/4.1 – Notes
- Lotus Org G/S/4.1 – PIM
- Lotus Organizer 2.12/5.0/97
- Microsoft Exchange
- Microsoft Outlook 97/98/2000
- Microsoft Schedule + Browse File
- Microsoft Schedule + Default
- Netscape
- Microsoft Outlook Express 4.0

2. After the data is imported, you can synchronize the BlackBerry handheld using the Intellisync tool:
    1. Open the desktop manager.
    2. Double-click the **Intellisync** icon. The Intellisync window appears.
    3. Click **Configure PIM**.
    4. Select the application that you want to synchronize, and click **Choose**.
    5. Select the translator from which you imported the data in step 1, and click **OK**.
    6. Repeat these steps for the rest of the applications.
    7. After you are finished, click **OK**.
    8. In the Intellisync window, select **Synchronize PIM** and click **Synchronize Now**.

Intellisync: Synchronize now button is not available

Possible cause

The BlackBerry software is unable to detect the handheld in the cradle.

Solutions

- Verify that the desktop manager's title bar displays **Connected – BlackBerry Desktop Manager**.
- Verify that the BlackBerry handheld is inserted in the cradle properly.
- Verify that a password is not enabled on the BlackBerry handheld. The BlackBerry software cannot detect a password-enabled handheld.
- Verify that the cradle is connected to the appropriate COM port on the computer
- Check for bent or loose connectors on the cradle and the handheld.
- Verify that the desktop manager can detect the handheld:

  1. In the desktop manager, on the **Options** menu, click **Serial Settings**.
  2. Set the **Port Number** field to **None**.
  3. Click **Detect**. The port settings are configured automatically.
  4. Click **OK**.

- Disable all synchronization and communication software.
- Disable any antivirus software.
- In the desktop manager, on the **Options** menu, click **Serial Settings**. The Settings window appears. Use the drop-down list to lower the number in the **Maximum Speed** field.
- On the **Start** menu, select **Settings > Control Panel**. Double-click **Power Options**. The Power Options Properties window appears. From the **Power Schemes** drop-down list, select **Always On**. Click **OK**.
- Try a different cradle. Connect a different cradle to your computer. This determines whether the cradle is causing problems.
- Disable the infrared port in the BIOS.
- Use standard port settings – 9600 baud, 8 start bits, no parity, 1 stop bit (Xon/Xoff).

  - For Windows 95/98:

  1. On the **Start** menu, select **Settings > Control Panel**.
  2. Double-click the **System** icon.
  3. Click **Device Manager**.
  4. Select the COM port to which the handheld is connected.
  5. Right-click the appropriate COM port and click **Properties**.
  6. In the Properties window, click the **Port Settings** tab.
  7. Use the standard port settings listed above. Click **OK**.

  - For Windows NT/2000

  1. On the **Start** menu, select **Settings > Control Panel**.
  2. Double-click the **Ports** icon
  3. Select the COM port to which the handheld is connected.
  4. Click **Settings**.

- Lower the transmit/receive buffer (for Windows 95/98):

1. On the Start menu, select Settings > Control Panel.
2. Double-click the **System** icon.
3. Click **Device Manager**.
4. Select the COM port to which the handheld is connected.
5. Right-click the appropriate COM port and select **Properties**.
6. Click **Advanced**.
7. Lower the receive/transmit buffer to the third notch.

Intellisync: Unable to complete request

Possible cause

Incompatible/unregistered `comcat.dll` and `ole32.dll`.

Solution

Update and register the required files:

1. These files are usually located in `C:\Winnt\system or C:\Windows\system`. To check the version, select the file, right-click it and click **Properties**. This displays the file version.
2. If you have `comcat.dll` version 4.71, then you should also have `ole32.dll` version 4.0 or earlier. If you have `comcat.dll` version 5, then you should also have `ole32.dll` version 4.71 or later. If the file versions are not matched as listed above, visit this link to fix your system files: `http://support.microsoft.com/support/kb/articles/q201/3/64.asp?LN=EN-US&SD=gn&FR=0`.
3. Verify that the following files are installed: `asciiconnector.fil`, `ilxoasis5.dll` or `ilxlnic.dll`. These files are located in `C: \Program Files\Research In Motion\BlackBerry` folder. You can check the presence of these files in Windows Explorer.
4. To register files, you must verify that the `Regsvr32.exe` file is stored in `C:\Program Files\Research In Motion\BlackBerry`. You can check this in Windows Explorer.
5. Open a command prompt: on the **Start** menu, select **Programs > Command Prompt**.
6. At the command prompt, change directories to `C:\Program Files\Research In Motion\BlackBerry`. To do this type the following information:
   - `cd c:\` <enter>
   - `cd progra~1\resear~1\blackb~1` <enter>
7. In the BlackBerry folder, register the following files in the order shown below. To register a file, type the following: `Regsvr32.exe` (and the file name after) then press **ENTER**. After registering a file, you should receive a message that states **Successful**.
8. Register each of the files listed below, which reside in the `C:\Program Files\Research In Motion\BlackBerry` folder:
   - `Regsvr32 asciiconnector.fil`
   - `Regsvr32 ilxoasis5.dll`
   - `Regsvr32 ilxlnic.dll`
9. Type **Exit** to close the command prompt.
10. Close all programs and restart your computer. After your computer restarts, you can configure the Intellisync and PIM functions.

Intellisync: Internal table has become corrupt

Possible cause

User has no rights for the `C:\Program Files\Research In Motion` folder.

Solution

The system administrator must grant the user full rights to the Research In Motion folder.

Possible cause

Corrupted configuration files

Solution

Reconfigure your PIM applications.

1. Close all BlackBerry desktop software.
2. On the **Start** menu, click **Windows Explorer**.
3. Under your Local Disk drive, select **Program Files > Research In Motion > BlackBerry**.
4. Locate the folder that contains your PIN; it has a .cfg file name extension (for example, 12345678.cfg).
5. Delete this folder.
6. Open the desktop manager, and double-click the **Intellisync** icon.
7. Click **Configure PIM**.
8. Select the PIM applications that you want to synchronize, and click **Choose**.
9. Choose the translator for each application on the handheld.

Intellisync: Unable to load translation engine

Possible cause

The user does not have permission to access the **Research In Motion** folder.

Solution

Verify that the user has full permission to the **Research In Motion** folder.

Possible cause

The installation path should be shorter.

Solution

Remove the software and reinstall it using the path `C:/Program Files/RIM/BB`:

1. Remove the BlackBerry software:

1. On the **Start** menu, select **Settings > Control Panel**.
2. Click **Add/Remove Programs**.
3. From the list, select **BlackBerry**, and click **Add/Remove**.

2. Delete the registry keys:

1. On the **Start** menu, click **Run**.
2. Type **regedit**, and click **OK**.
3. Open the **HKEY_CURRENT_USER** folder.
4. Open the **Software** folder.
5. Delete the **Research In Motion** folder.
6. Open the **HKEY_LOCAL_MACHINE** folder.
7. Open the **Software** folder.
8. Delete the **Research In Motion** folder.

3. Check the Program Files:

1. On the **Start** menu, click **Windows Explorer**.
2. Open your local disk drive.
3. Open the **Program Files** folder.
4. Verify that a **Research In Motion** folder does not exist. If it does, delete the folder.

4. Restart your computer.

5. Install the BlackBerry software from the CD-ROM (Logged on as a User). If you do not have the rights or permissions to install the software, contact your system administrator for assistance. The system administrator might have to grant you temporary rights to reinstall the software. During installation, change the default path for installation to `C:/Program Files/RIM/BB`

Possible cause

Corrupted configuration files

Solution

Reconfigure your PIM applications.

1. Close all BlackBerry desktop software.
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9. Choose the translator for each application on the handheld.

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